

Aidan Feehan

Ireland

W: <http://www.worky.com/aidan-feehan>

I am an experienced operations Team Manager with long term exposure in the industry at all levels. Having worked as an agent on a busy customer service team I graduated to a Technical Lead / Supervisor role having proven myself a capable assistant to my colleagues as an agent. After a brief period in the Technical Lead position I was promoted to Team Manager. Following this I managed my first client Nikon, which I project managed through setup, recruitment and to Go Live. My next contract was Sybase 365 again involving client interaction. I am currently working as a Team Manager on the Post Office Customer Service contract – a position which will become redundant as of July 31st 2009. I am therefore seeking a Team Manager / Team Leader positions within a contact centre.

Unafraid of a challenge I am motivated by being part of developing the solution and delivering a positive result through working with others. Creative and thorough approach to problem solving. Driven by positive results and always strives to turn red KPI's into greens. Ethical with a strong sense of integrity and loyalty. Honest and forthright attitude with the ability for logical communication.

Aidan Feehan's Professional Experience

2005 - Present

Team Manager

Stream Global Services - Team Manager

Post Office (Customer service, 20 - 30 direct reports) - Aug 2008 to Present

Sybase 365 (24/7 multi-lingual tech support, 22 direct reports)- Dec 2005 to July 2008

Nikon (Battery recall project involving stock control, 20 direct reports) - Sept 2005 to Nov 2005

Novell - (Customer service, tech support for Suse Linux, 25 direct reports) - May 2005 to Aug 2005

All contracts:

- Identification and management of Key performance Indicators.
- Responsibility for financial performance and cost reduction. Reported on revenue generated / lost.
- Management of teams varying in size from 15 to 30 staff. Includes - Schedule adherence, sickness, vacation, timekeeping, outage, quality, handle times. Morale of staff and individual development.
- Fulfilling client business needs, resolving client issues. Presenting to clients at Quarterly Business Reviews. Hosting conference calls.
- Recruitment of staff, development of recruitment processes. Improvements to training plans.
- Liaising with internal department heads to meet client, project or operational targets.

Key Skills

Account Management, Client , clients, Customer Account Management, Customer Service, development, financial, global, Linux, Management, Manager, multi-lingual, Novell, Performance, processes, Project, Quality, Reports, revenue, services, Stock Control, Support, SUSE, sybase, targets, Team Lead, team leader, Team manager, Tech Support, Training
